Microsoft Outlook Web Access

User Reference Guide

Microsoft Outlook Web Access (OWA) provides access to your WSDA Email account through an Internet Browser (e.g., Internet Explorer and Netscape Navigator). OWA provides both Outlook Email and Calendar functionality.

The instructions and examples provided are an overview.

Start your Internet Explorer browser and go to:

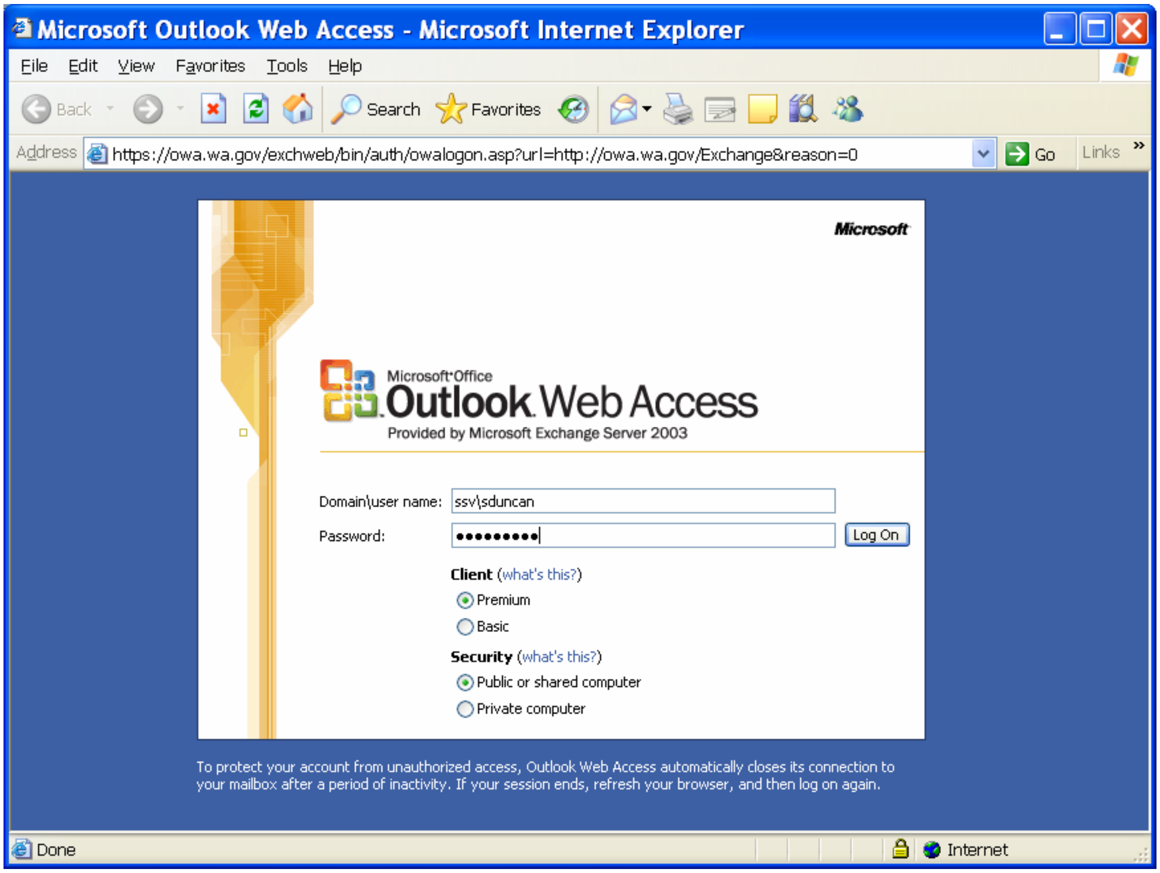
https://OWA.WA.GOV/Exchange

You may also access OWA by going to the WSDA home page at http://agr.wa.gov and clicking on the "Information for Employees" link at the bottom of the page. On the "Information for Employees" page you will find a link to OWA.

Note: If you are running a pop-up blocker or personal firewall, you must "trust" this site in order for Outlook Web Access to run properly. If you are running Internet Explorer, add this site to your "trusted sites" and allow Pop-ups from this site.

Logon page:

You will be presented with the following logon box:



Microsoft Outlook Web Access - Microsoft Internet Explorer

Address: https://owa.wa.gov/exchweb/bin/auth/owalogon.asp?url=http://owa.wa.gov/Exchange&reason=0

Domain\user name: ssv\sduncan

Password: ●●●●●●●●●

Client (what's this?)

● Premium

○ Basic

Security (what's this?)

● Public or shared computer

○ Private computer

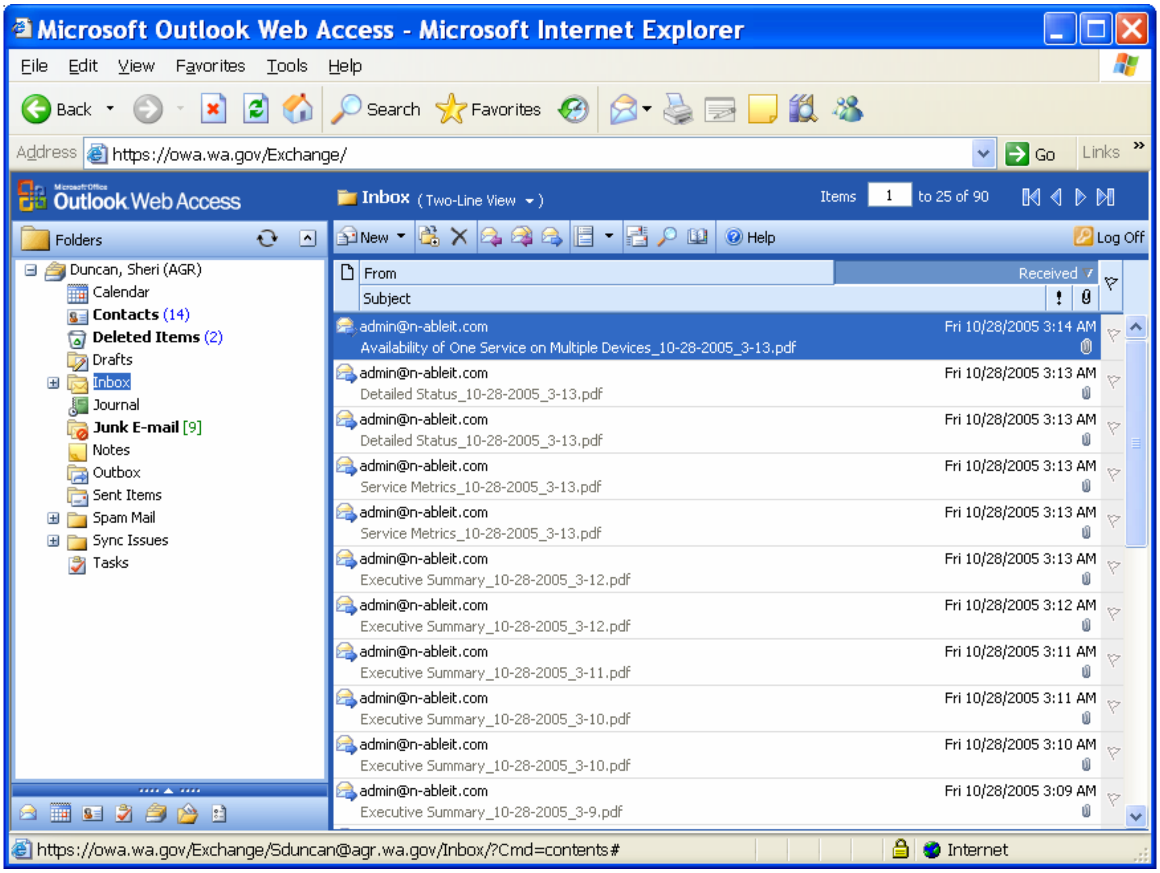
To protect your account from unauthorized access, Outlook Web Access automatically closes its connection to your mailbox after a period of inactivity. If your session ends, refresh your browser, and then log on again.

File
Edit
View
Favorites
Tools
Help
Back
Search
Favorites
Go
Links
Microsoft
Microsoft Office Outlook Web Access
Provided by Microsoft Exchange Server 2003
Log On
Done
Internet

In the first box enter your DOMAIN\UserID (example: SSV\SDuncan). Do not enter your email address in this box as you did in the old version. In the next box, enter your Network Password.

Client Options: Choose either the Premium or Basic Outlook Mode (descriptions of both modes follow). Premium is the default.

1. **Premium Mode (see screen shot below):** This is available only if you are running Internet Explorer 5.0 and above or MSN 8.0 and above. *You will receive the best results if you are using Internet Explorer 6.0 with current service packs and patches.* To find out what version of Internet Explorer you are running go to “Help, About Internet Explorer”.

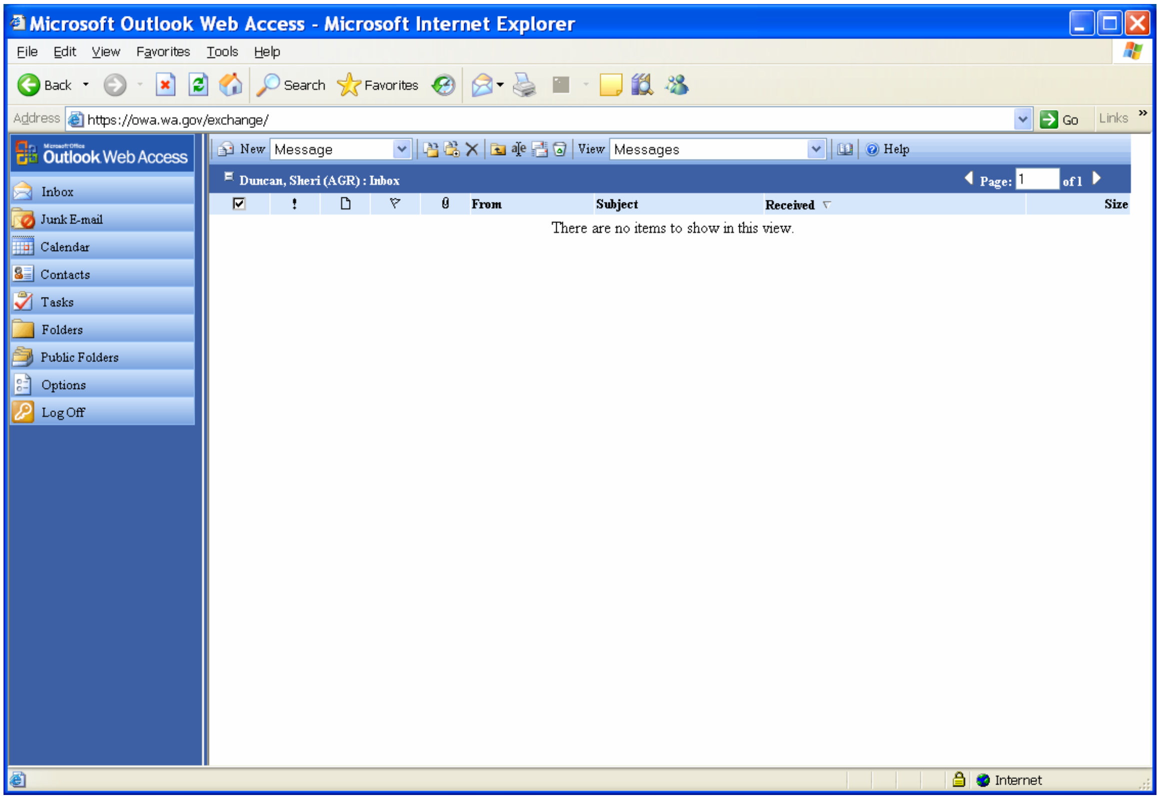

Microsoft Outlook Web Access - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
Links
Microsoft Office Outlook Web Access
Inbox (Two-Line View)
Items 1 to 25 of 90
Folders
New
Help
Log Off
Duncan, Sheri (AGR)
Calendar
Contacts (14)
Deleted Items (2)
Drafts
Inbox
Journal
Junk E-mail [9]
Notes
Outbox
Sent Items
Spam Mail
Sync Issues
Tasks
Internet

Address: https://owa.wa.gov/Exchange/

From	Subject	Received
admin@n-ableit.com	Availability of One Service on Multiple Devices_10-28-2005_3-13.pdf	Fri 10/28/2005 3:14 AM
admin@n-ableit.com	Detailed Status_10-28-2005_3-13.pdf	Fri 10/28/2005 3:13 AM
admin@n-ableit.com	Detailed Status_10-28-2005_3-13.pdf	Fri 10/28/2005 3:13 AM
admin@n-ableit.com	Service Metrics_10-28-2005_3-13.pdf	Fri 10/28/2005 3:13 AM
admin@n-ableit.com	Service Metrics_10-28-2005_3-13.pdf	Fri 10/28/2005 3:13 AM
admin@n-ableit.com	Executive Summary_10-28-2005_3-12.pdf	Fri 10/28/2005 3:13 AM
admin@n-ableit.com	Executive Summary_10-28-2005_3-12.pdf	Fri 10/28/2005 3:12 AM
admin@n-ableit.com	Executive Summary_10-28-2005_3-11.pdf	Fri 10/28/2005 3:11 AM
admin@n-ableit.com	Executive Summary_10-28-2005_3-10.pdf	Fri 10/28/2005 3:11 AM
admin@n-ableit.com	Executive Summary_10-28-2005_3-10.pdf	Fri 10/28/2005 3:10 AM
admin@n-ableit.com	Executive Summary_10-28-2005_3-9.pdf	Fri 10/28/2005 3:09 AM

https://owa.wa.gov/Exchange/Sduncan@agr.wa.gov/Inbox/?Cmd=contents#

2. **Basic Mode (see screen shot below):** If you are running a browser other than Internet Explorer or accessing from a non-Windows computer, you should select the BASIC mode. Also, if you have a slow internet connection, you may find the Basic mode to be faster.


Microsoft Outlook Web Access - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back
Search
Favorites
Address https://owa.wa.gov/exchange/
Go
Links
Outlook Web Access
Inbox
Junk E-mail
Calendar
Contacts
Tasks
Folders
Public Folders
Options
Log Off
New Message
View Messages
Help
Duncan, Sheri (AGR) : Inbox
Page: 1 of 1
From
Subject
Received
Size
Internet

There are no items to show in this view.

Security Options: Select whether you are accessing Outlook Web Access from a Public or Shared Computer (For example, an internet kiosk at the Airport or a computer in another office) or a Private Computer (your workstation at the office or your home computer).

- **Public or Shared Computer Option:** Outlook Web Access has new security features that protect your mailbox and user logon from unauthorized access. If you do not access Outlook Web Access within a set period of time, Outlook Web Access will automatically log you out and delete your logon information from the computer. However, you should still be careful to close the browser before you step away from any Public Kiosk or Computer in order to prevent unauthorized access to your mailbox.
- **Private Computer Option:** This setting allows for a much longer timeout period and should only be used when you are logging in to Outlook Web Access from your workstation in the office or from your computer at home.

> **Note:** Windows XP Service Pack 2 introduces new behavior in Microsoft Internet Explorer that may affect users of Outlook Web Access.
>
> **How to use Outlook Web Access on a Windows XP SP2-based computer:** Open Internet Explorer and add the URL for the Outlook Web Access web site to the Allowed Sites list for the Pop-up Blocker. We recommend this action.
>
> To do this, follow these steps:
> - On the Tools menu, click Pop-up Blocker, and then click Pop-up Blocker Settings
> - In the Address of Web site to allow box, type the URL of the Outlook Web Access Web site.
> - Click Add, and then click Close.

By default, the initial screen is your Inbox. New items are indicated in bold.

Open a message

Locate the message you want to read in the public folder or Microsoft Exchange mailbox folder.

> **Note:** New e-mail messages always arrive in the Inbox and are displayed as bold type.

1. Click the message to open it.
2. To view the previous message in the current folder, click **Previous Item** .
3. To view the next message in the current folder, click **Next Item** .

Read an attachment

An attachment is a file that can be created in any program, such as a Microsoft Word document, a Microsoft Excel spreadsheet, a .wav file, or a bitmap. When a message contains an attachment, Microsoft Office Outlook Web Access displays a paper clip icon next to it in the message list.

When the message is opened, the name of the attached file appears in the message heading information. Some attachments, such as .txt and .gif files, are opened directly by the Web browser. **To read an attachment**:

- Click the attachment file name, located in the message heading information. The attachment will open in a new browser window.

Reply to or forward a message

To reply to the sender of a message

On the Read Message form toolbar, click **Reply** . When you click **Reply**, the **To** text box is already addressed to the sender of the original message.

1. The text of the original message is copied to the message body. Type your reply within or above the sender's original message.

To reply to the sender and all other recipients of a message

On the Read Message form toolbar, click **Reply to all**. When you click **Reply to all**, the **To** and **Cc** text boxes are already addressed to the sender, as well as every other recipient of the original message.

1. The text of the original message is copied to the message body. Type your reply within or above the sender's original message.

To forward a message

On the Read Message form toolbar, click **Forward**.

1. In the **To** box, type the e-mail address you want to forward the message to.
2. The text of the original message is copied to the message body. Type your reply within or above the sender's original message.

Create a message

You create messages in the New Message form.

Note: This is the same form Microsoft Office Outlook Web Access provides for replying and forwarding messages. When replying to messages, the heading information (To, From, and Subject) is already filled out for you.

1. In Inbox, on the toolbar, click **New**.
2. In the **To** and **Cc** boxes, type the names or e-mail aliases of the message recipients. Separate multiple names with semicolons (;).
3. To add blind carbon copy recipients, type their names in the **Bcc** box. Bcc recipients will receive a copy of the message, but their names won't appear in the list of recipients. Bcc recipients can't see the names of other Bcc recipients.

> **Tip:** You can also address the message by clicking **To**, **Cc**, or **Bcc**. This opens the **Find Names** dialog box, which allows you to search for a person in your organization's global address list. After you locate a person in the **Find Names** dialog box, add the name to your e-mail message by selecting the name and then clicking **To**, **Cc**, or **Bcc** next to **Add recipient to**. When you finish addressing the message, click **Close**.

4. Type a brief subject line in the **Subject** box.
5. Type your message in the message body.

Attach a file

You can attach any type of file that is accessible from your computer or through your network to any Microsoft Office Outlook Web Access item. You can also remove attachments from an item.

To attach a file to an e-mail message or other Outlook Web Access item:

1. When creating your message, appointment, or contact, click **Add an Attachment** on the toolbar.

2. Under **Choose a file to attach**, type the path to the file, or click **Browse** to locate the file.
3. Click **Attach** and the file will appear under **Current file attachments**. Repeat steps 1-3 for each additional file you want to attach.
4. To return to the form you were working in, click **Go Back to Message** on the toolbar. The files you selected now appear in the heading, next to **Attachments**.

To remove one or more attachments from a message:
To access an attachment if it isn't already open, click **Add an Attachment** 📎 on the toolbar.

1. Under **Current file attachments**, select the check boxes next to the files you want to remove.
2. Click **Remove**.

To Access your Calendar:
To open your calendar, click **Calendar** in the Navigation Pane (The Navigation Pane, located next to the main window, provides one-click access to your Inbox, Calendar, Contacts, Junk E-mail. and Tasks folders, and to your organization's public folders.

Create an appointment
Unlike meetings, which involve other people, appointments are commitments that only you are required to attend.

1. In **Calendar**, on the toolbar, click **New**.
2. In the **Subject** box, type a brief description of the appointment.
3. In the **Location** box, type the place where the appointment will occur.
4. In the **Start Time** and **End Time** lists, select the appropriate dates and times.
5. In the **Show time as** list, choose how you want your schedule to appear for the duration of the appointment. Your selection (**Busy**, **Tentative**, **Free**, or **Out of Office**) is what others will see when they view your schedule.
6. In the message body, type any additional information, such as a list of necessary materials to take to the meeting.
7. Click **Save**.

Request a meeting
You can plan meetings through Microsoft Office Outlook Web Access by sending meeting requests. Meeting requests are appointments where other users are invited.

1. In **Calendar**, on the toolbar, click **New**.
2. In the **Required** and **Optional** boxes, type the names of the people you would like to receive this meeting request.
3. To specify a conference room or a piece of equipment you want to use during the meeting, fill out the **Resources** box.
4. To check the schedule of potential attendees, click **Availability** on the toolbar. This will ensure you are choosing a time when everyone is free to attend your meeting.
5. By default, the **Request Responses** check box is selected. If you don't want your meeting request recipients to send you their responses, click to clear the check box.

6. In the **Subject** box, type the meeting's topic.
7. In the **Location** box, type the location where the meeting is to be held.
8. In the **Start Time** and **End Time** lists, select the appropriate dates and times.
9. If this meeting is going to take place on a regular basis, click **Recurrence** on the toolbar.
10. In the **Show time as** list, choose how you want your schedule to appear for the duration of the meeting. Your selection (**Busy**, **Tentative**, **Free**, or **Out of Office**) is what others will see when they view your schedule and the schedules of all attendees.
11. In the message body, type any message you want to accompany your meeting request, and then click **Send**.

Each potential attendee is sent a meeting request, and the new meeting is added to your schedule. Every person who receives your meeting request can choose to accept or decline it.

Getting Help:
The <?> at the right of the toolbar gives help on the current window. Clicking on this icon in another part of OWA will give you information on how to use that function.

You may also e-mail or call your IT Representative or the help desk.
Email: helpdesk@agr.wa.gov Phone: (360) 902-2008